

2025

Marketing Report

WorkQuest



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WorksWonders

To help enhance familiarity and increase involvement among purchasers from state agencies, municipalities, school districts and other political subdivisions, the State Use Program adopted a brand – *WorksWonders*.

WorksWonders is a phrase demonstrating the mutually beneficial partnership involving Texans with disabilities and the state and local government entities that purchase the products, services and temporary employment services they offer through statewide Community Rehabilitation Programs.

For over four decades, more and more governmental entities have discovered the many benefits of partnering with the *WorksWonders* Program. Today, the W logo is increasingly recognized as a symbol of quality products and services delivered by individuals with disabilities. As awareness continues to grow, so does the impact of our mission—demonstrating the value, skill and dedication that people with disabilities bring to the workforce



A Message From the President and Chief Executive Officer

Fred M. Weber, Jr.



Year after year, WorkQuest is deeply grateful for the overwhelming support we receive from our partners in the *WorksWonders* Program. Your commitment enables us to provide meaningful employment opportunities to Texans with disabilities, empowering them to achieve greater independence and enrich their lives.

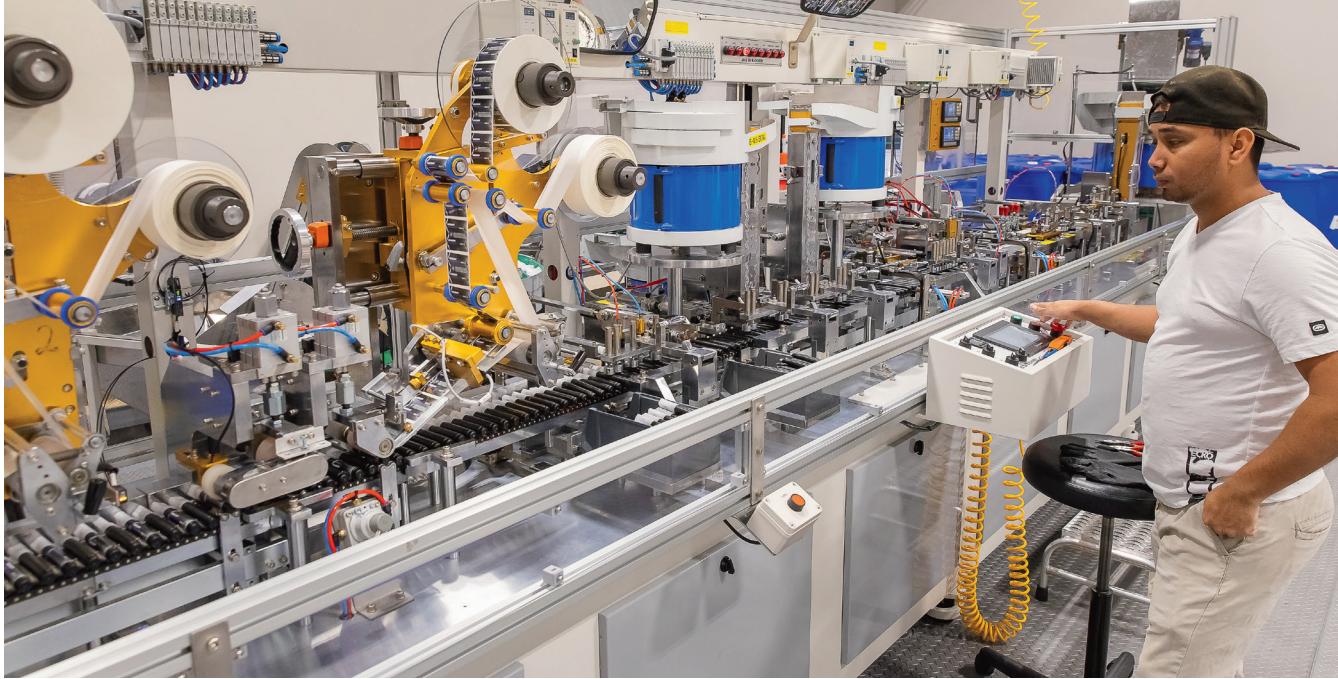
In 2024, the *WorksWonders* Program proudly employed nearly 6,500 Texans with disabilities and helped these individuals earn over \$81 million in wages and benefits. This achievement shows the vital role that meaningful employment plays in promoting self-sufficiency and community engagement.

This report provides a deeper look into the impact of the *WorksWonders* Program. It highlights inspiring stories

of individuals working on Program contracts, recognizes WorkQuest's "Top 10" customers for products, services and temporary employment services, and showcases the Program's continued growth in sales and wages. We are thrilled to see employees thriving within their roles, thanks to the dedication of our Community Rehabilitation Program (CRP) Partners.

With the support of the Texas Workforce Commission, our CRP Partners, their dedicated employees and our loyal customers, the *WorksWonders* Program continues to create life-changing employment opportunities.

As we look into the future, WorkQuest remains committed to developing new opportunities for success and achievement. We sincerely thank you for your continued support of the *WorksWonders* Program.



Who We Are

WorkQuest is a private, nonprofit corporation

that links Texans with disabilities to meaningful employment opportunities through its partnerships with 114 Community Rehabilitation Programs across Texas. These partner CRPs supply city, county and state government entities with a wide array of products, services and temporary employment services provided by Texas workers with disabilities.

WorkQuest was established in 1978 to implement the *WorksWonders* Program, a Texas State Use Program that facilitates the contracts between CRPs and government purchasers. Under WorkQuest's leadership, the *WorksWonders* Program grew into one of the largest State Use Programs in the nation.

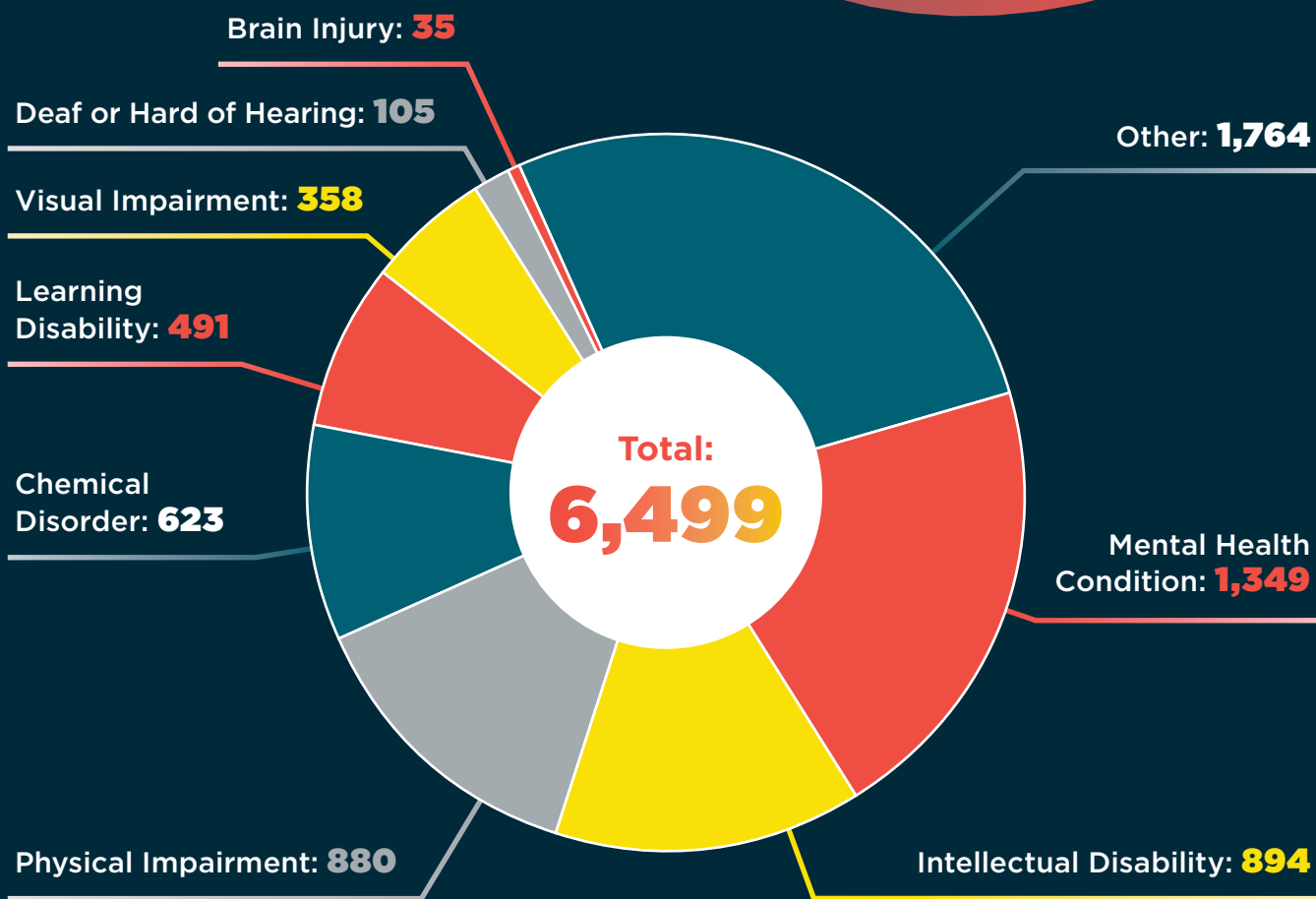
Purchasing through the Texas Workforce Commission's Purchasing from People with Disabilities (TWC PPD) Program is mutually beneficial for CRPs and government entities. Purchasers receive fair and competitive pricing, a convenient and efficient ordering system and outstanding customer service, while Texans with disabilities are able to obtain meaningful employment. WorkQuest helps to create relationships between CRPs and Program customers, ensuring that both sides receive the support they need for a successful program.

WorkQuest, along with the nearly 6,500 Texans with disabilities who are employed through the TWC PPD Program, are ready and eager to support your product, service and temporary employment service needs.

Who We Serve

Annual Wages Including Benefits
Paid to Texans with Disabilities:

\$81,531,290



How It Works

WorkQuest partners with Community Rehabilitation Programs across Texas to identify and develop new products, services and temporary employment services to be offered through the Texas Workforce Commission's Purchasing from People with Disabilities Program.

Using established criteria, including fair market price, WorkQuest reviews all requests and presents an application to TWC for inclusion in the PPD Program.



WorkQuest is directly involved in service contract negotiations, bringing the purchasing customer and vendor CRP to agreement on specifications and price.

The Texas Workforce Commission determines whether each product or service is appropriate to be considered for purchase by public agencies.

Once a product or service has been approved, WorkQuest works to develop a marketing plan for that product or service. WorkQuest staff then implements the plan with state agencies, municipalities, school districts and other governmental entities. As products or services are bought by agencies, WorkQuest facilitates compensation between CRPs and those agencies.



Gale Levitan

Changing lives one call at a time



ENVISION DALLAS

Farmers Branch, Texas

For over a decade, Gale Levitan has been a lifeline for individuals who are blind or visually impaired through her role as a helpline specialist at Envision Dallas. She assists callers with essential tasks, such as locating doctors' offices and connecting with community resources, offering guidance and support to those who often don't know where to turn.

"I enjoy my job because it is rewarding and it gives me a sense of accomplishment when I help someone," said Levitan. "Many of these callers don't know who to turn to but by the end of the calls they tell me I've been very helpful and made them feel like they can go on."

Levitan's supervisor, Andy Hoffman, is grateful to work for an organization that helps individuals with disabilities through employment and the call center. He applauds Levitan for her strong work ethic and appreciates how much she genuinely cares about the callers who need assistance.



“It’s a great opportunity to not only provide employment but also provide services to individuals who are blind or visually impaired,” said Hoffman. “Gale is very thorough in her calls and is a great note-taker. She shows interest and passion, is consistently dependable and knows she is making a difference.”

Levitan finds great fulfillment in her role, knowing that each call can be life-changing.

“A lot of families need assistance and my job gives me a sense of pride and has built my confidence when talking to others,” said Levitan. “As we tell our callers, once you get the training and services you need, you’re able to lead a good quality of life.”



“Our team is held to a standard just like any other call center. We can meet the same metrics as anyone else and have even surpassed some of our goal metrics.”

— HEATHER MOORE,
DIRECTOR OF CALLS AND
SERVICES AT ENVISION DALLAS





Jennifer Huerta

Delivering quality products to enhance quality of life



**SOUTH TEXAS LIGHTHOUSE
FOR THE BLIND**

Corpus Christi, Texas

Jennifer Huerta eagerly anticipates each workday at the South Texas Lighthouse for the Blind.

As a conveyor line machine operator, she helps prepare the toilet paper machine before production to set the team up for success.

“This is my first job, and I love it,” said Huerta. “I get along with the people I work with very well. My job is like a second home to me.”

Huerta takes great pride in quality control. Her attention to detail and genuine commitment to customer satisfaction motivate her to troubleshoot any issues within the production line to produce quality products.

“I like to walk around to make sure everything is okay with the machine and check all the toilet paper,” said Huerta. “Everything I do is important to make sure the customers get a quality product.”

Yancy Allen, production manager at the South Texas Lighthouse for the Blind, is honored to supervise Huerta and applauds her for her flexibility and dedication to the team's success.

"She is a very team-oriented person that can work anywhere and help with any task," said Allen. "She cares about quality. When we get a jam in the front of the line, you'll see her take off to help fix the problem. She's for sure the best operator we have."

Through her job, Huerta contributes to her family's expenses and uses her paycheck to enjoy financial independence. Her role has given her a sense of accomplishment, and having a support system at work allows her to see the impact she makes on her team.

"Working here has improved my life a lot because I can now help my parents financially," said Huerta. "I'm always proud of myself."



"She is a very team-oriented person that can work anywhere and help with any task."

— YANCY ALLEN





David Reyna

Set up for success in the workplace



ENTERPRISE PROFESSIONAL
SERVICES, INC. (EPSI)

Buda, Texas

David Reyna sees every workday as an opportunity to lead by example. As a crew supervisor at EPSI in Buda, he oversees the grounds maintenance crew and helps them with any problems to ensure a productive workday.

Reyna credits his professional growth to his hard-working coworkers and his supportive leadership team.



“We put him in the right place to be successful and he stepped into the role as we coached him along the way.”

— RICKY BRACKETT

“I wanted to work somewhere where I could contribute to a company, where my work is valued and where I am appreciated,” said Reyna. “Working at this job has brought my communication back to life. The most important part of my job is being able to talk to my supervisor without restraints or fear of saying something wrong.”

Reyna’s supervisor, Ricky Brackett, is proud to see how much Reyna has grown and sees him as a right-hand man whom he can depend on to get the job done.

“David is phenomenal; he is always ready to take on the next challenge and grow,” said Brackett. “He goes beyond his duties and is the first one here and the last one to leave. If he sees something that needs work, he’ll take initiative and solve the problem because we give him the room to grow and succeed.”

Being relied on at work is one of the few highlights of Reyna’s experience at EPSI. He is grateful for a job opportunity that allows him to grow while earning a living.

“My work has paid off in more ways than I can count,” said Reyna. “My job lets me live my life and my schedule allows me to enjoy time with my family.”





How We Help

People with Disabilities

- » Stable, vocational rehabilitation for individuals with disabilities is provided within their own communities.
- » Individuals with disabilities are given the opportunity to become self-sufficient.
- » Pathways for the deinstitutionalization of people with disabilities are created.
- » Training, meaningful employment and fair wages are provided for individuals with disabilities.

Customers

- » Customers receive quality products and services at a competitive price without the hassles of administering a competitive bid.
- » The TWC PPD Program offers a wide variety of products and services.

- » Each contract is negotiated individually, allowing for customization to meet specific wants and needs.
- » Customers have one point of contact for all questions involving Program contracts.

Taxpayers

- » The TWC PPD Program has proven to reduce the cost of care for individuals with disabilities.
- » National studies have shown a savings in public expenditures for purchases made through initiatives similar to the TWC PPD Program. Purchases made through the Program contribute to the economic health and vocational productivity of Texans with disabilities, while also saving tax dollars.
- » Since Community Rehabilitation Programs are located in large and small communities, the Program also stimulates local area economic growth.

How We've Grown

Top 10 Customers

October 2023 through September 2024

Service Sales:

Texas Department of Transportation	\$74,792,570
City of Houston	8,652,396
Health and Human Services Commission	7,873,210
City of El Paso	3,249,428
Texas Department of Public Safety	2,587,753
Texas Military Department	2,194,889
City of San Marcos	1,411,486
Texas Workforce Commission	1,344,329
Texas Department of Motor Vehicles	1,267,034
Texas Parks and Wildlife Department	973,426
Other	6,472,325

TOTAL **\$110,818,846**

Product Sales:

Texas Department of Criminal Justice	\$17,794,703
Health and Human Services Commission	13,197,126
Texas Department of Transportation	10,570,279
Texas Department of Public Safety	1,247,894
Texas Parks and Wildlife Department	795,824
Texas Department of Motor Vehicles	439,046
Texas Military Department	422,930
Texas Juvenile Justice Department	363,537
Office of the Attorney General	186,710
Texas Commission on Environmental Quality	166,807
Other	1,947,357

TOTAL **\$47,132,213**

Temporary Employment Service Sales:

Department of State Health Services	\$20,139,815
Office of the Attorney General	12,356,521
Health and Human Services Commission	11,070,570
Texas Workforce Commission	8,640,567
Department of Family and Protective Services	4,298,142
Texas Department of Transportation	4,164,600
Comptroller of Public Accounts	3,923,374
Texas Department of Public Safety	3,702,361
Texas Commission on Environmental Quality	2,908,090
General Land Office	2,179,442
Other	12,826,356

TOTAL **\$86,209,838**

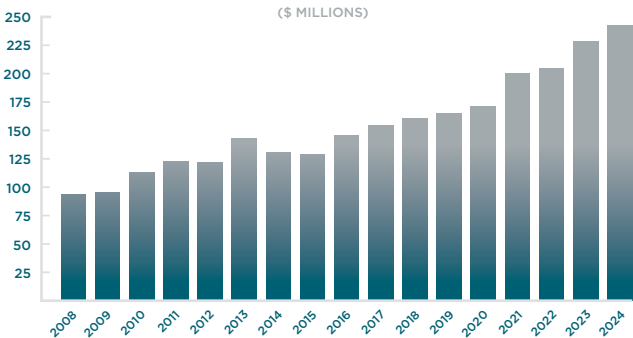
Top 10 Products

October 2023 through September 2024

Toilet Tissue	\$5,274,215
Bond Paper, Including Recycled	5,210,808
Gloves/Finger Cots, Medical Type	4,050,510
Fish	2,390,484
Trash Can Liners	2,122,685
Posts for Delineator Markers	1,855,137
Safety Shirts	1,815,530
Safety Shoes and Boots	1,637,122
Spices, Herbs, Seasonings	1,345,225
Mailboxes and Supports	1,263,877
Other	20,166,620

TOTAL **\$47,132,213**

Sales Growth



Wages Growth



CRP Partners

- Upper Valley Helpsource, Inc., Alice
- Fresh Start of Monroe, Inc., Amarillo
- A Brothers Keeper, Arlington
- Austin Task, Inc., Austin
- Easter Seals Central Texas, Inc., Austin
- Goodwill Temporary Services, Inc. – Service Contracts, Austin
- Goodwill Temporary Services, Inc., Austin
- Peak Performers, Austin
- Professional Contract Services, Inc., Austin
- Relief Enterprise of Texas, Inc., Austin
- Travis Association for the Blind, Austin
- VRC Industries, Austin
- Beaumont Products & Services, Inc., Beaumont
- Opportunities for Deserving Individuals, Inc., Beaumont
- Spindletop Center, Beaumont
- Spanglish Foundation, Belton
- West Texas Centers, Big Spring
- Center for Life Resources/Janie Clements Industries, Brownwood
- Junction Five-O-Five, Bryan
- SDR & Associates, Inc., Canton
- G & H EQUITAS Foundation, Corpus Christi
- Goodwill Industries of South Texas, Inc., Corpus Christi
- Goodwill Industries of South Texas, Inc. – Temporary Services, Corpus Christi
- Nueces Center for Mental Health and Intellectual Disabilities, Corpus Christi
- South Texas Lighthouse for the Blind, Corpus Christi
- The EB Foundation, Corpus Christi
- Woods, Etc., Corpus Christi
- Bootstraps Occupational Services, Inc., Crawford
- Dimmit/Zavala County IDD Work Center, Crystal City
- A Lift for Life Outreach Center, Inc., Dallas
- Goodwill Industries of Dallas, Inc., Dallas
- Rising Star Resource Development Corporation, Dallas
- Rising Star Resource Development Corporation – Temporary Services, Dallas
- U&I, Dallas
- U&I – Temporary Services, Dallas
- Tex-Spice, Devine
- Frio County IDD Work Center, Dilley
- Maverick County IDD Work Center, Eagle Pass
- Aldersgate Enrichment Center, Early
- Goodwill Services, Inc., El Paso
- Goodwill Services, Inc. – Temporary Services, El Paso
- PRIDE Industries, El Paso
- ReadyOne Industries, El Paso
- Xceed Resources, El Paso
- Envision Dallas, Farmers Branch
- Wilson County IDD Work Center, Floresville
- Amplify, Fort Worth
- Goodwill North Central Texas – Temporary Services, Fort Worth
- Growing New Generations, Fort Worth
- Liberty Proclaimed Ministry, Fort Worth
- Lighthouse for the Blind of Fort Worth, Fort Worth
- New Hope Academy of Fort Worth, Fort Worth
- Redirection Opportunities, Fort Worth
- Woodcreek Outreach Rehabilitation Development, Glidden
- Center for Recovery and Wellness Resources, Houston
- Goodwill Industries of Houston – Temporary Services, Houston
- L&V Enterprise Resources Inc., Houston
- Launch Point CDC, Inc., Houston
- Lending Helping Hands to Others, Houston
- Lieutenant's House, Houston
- Lighthouse for the Blind of Houston, Houston
- Link Labor and Construction, Houston
- On Our Own Services, Inc., Houston
- Open Wings Independent Living, Inc., Houston
- Second Chances – Starting Over Again, Houston
- Southeast Keller Corporation, Houston
- Southeast Vocational Alliance, Houston
- Texas House, Inc., Houston
- The Homestead Community Development Corporation, Houston
- United Resource Group US, Houston
- ODJ, Inc., Huntsville
- RUCON, Inc., Huntsville
- Saumya, Huntsville
- Tejas Roadrunners Non-Profit Corporation, Huntsville
- Gateway Community Partners, Inc., Jacksonville
- Enterprise Professional Services, Inc., Lakeway
- Goodwill Industries of Lubbock Contract Services, Inc., Lubbock
- Marian Moss Enterprises, Inc., Lubbock
- Burke Center, Lufkin
- Goodwill Industries of Central East Texas, Inc., Lufkin
- Goodwill Industries of Central East Texas, Inc. – Temporary Services, Lufkin
- Oak Creek Day Habilitation/Vocational Center, Lufkin
- Squeaky Clean Solutions.org, Magnolia
- Cen-Tex A.R.C., Mexia
- PermiaCare, Midland
- Vocational Opportunity Center of Northeast Texas, Inc., Mount Pleasant
- Camp County Developmentally Disabled Association, Inc., Pittsburg
- Lufkin State Supported Living Center, Pollok
- Atascosa County IDD Work Center, Poteet
- West Texas Lighthouse for the Blind, San Angelo
- Beacon Group, San Antonio
- Endeavors Unlimited, Inc., San Antonio
- E.Q.U.I.P. Enterprises, Inc., San Antonio
- Goodwill Industries of San Antonio – Contract Services, San Antonio
- HIP Healthy Innovative Processes, San Antonio
- San Antonio State Supported Living Center, San Antonio
- South Texas Housing and Community Development, Inc., San Antonio
- Training Rehabilitation & Development Institute, Inc., San Antonio
- Vibrant Works, San Antonio
- World Technical Services Inc., San Antonio
- Daniel Pest Control and Professional Services, Seguin
- Goodwill Industries of Northeast Texas, Sherman
- Goodwill Industries of Northeast Texas – Temporary Services, Sherman
- Andrews Diversified Industries, Tyler
- Goodwill Industries of East Texas, Inc., Tyler
- Goodwill Industries of East Texas, Inc. - Temporary Services, Tyler
- Horizon Industries, Tyler
- Heart of Texas Goodwill Industries Inc., Waco
- Heart of Texas Goodwill Industries, Inc. - Temporary Services, Waco
- RGG Construction Company, Weslaco
- RGR Industries, Inc., Weslaco
- Texana Center, Wharton
- Beacon Lighthouse, Inc., Wichita Falls
- Work Services Corporation, Wichita Falls



WorkQuest Central Store and Warehouse



For your one-stop
shopping needs, visit the
**WorkQuest Central Store
and Warehouse in Austin**

View all of the
WorksWonders
products on our website,
WorkQuest.com, or
order a catalog by
calling **(512) 451-8145**.



Corporate Officer

President/CEO: Fred M. Weber, Jr.

Board of Directors

Chair: John W. Luna | Euless, TX
Vice-Chair: Brian Miller | Austin, TX
Treasurer: Peggy Foreman | Austin, TX
Secretary: Jack Nash | Austin, TX
Members: Kevin Jackson | Austin, TX
Jason Modglin | Austin, TX
Donnie Williams | Austin, TX

Advisory Committee

Lori Henning | Austin, TX
Texas Association of Goodwills

Judy Koetter | Wichita Falls, TX
Beacon Lighthouse for the Blind

Stephan Saia | Austin, TX
Enterprise Professional Services, Inc.

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